

# THERE'S A NEW WAY TO PRINT ON CAMPUS



Below you will find information that may be helpful and respond to some of the questions that you may have. Should you have additional questions, please contact Ricoh@FIU Business Center at 305-348-7426.

## Frequently Asked Questions – Student Copiers

### When is my old copier equipment going to be removed?

All of the currently used Toshiba equipment installed for student use will be replaced prior to the start of the Fall Semester 2014. There may be a short overlap of both Toshiba and Ricoh equipment being housed on the floor. The unused equipment should be removed within two days of the installation of the new equipment. If unused equipment remains in your area, please contact Business Services at x72187 to schedule pickup.

### What payment methods are available for student equipment?

FIU OneCard, visitor copy cards, and credit cards (Visa, MasterCard, and American Express) can be used to operate the student equipment. Cash is accepted at the Ricoh Business Center located in the Graham Center and Wolfe University Center.

### What is the cost of copying and printing to use the student equipment?

The cost for black and white copies and prints on student equipment are twelve cents per side. Color unit printing is fifty cents per side. When using a credit card, there will be an additional one-time transaction fee of thirteen cents when making copies/prints. For the fall semester, the credit card fee will be waived as an introductory activity.

### What other features are available with this new system?

Mobile (follow-me) printing, USB printing, and cloud printing are available on student equipment. Scanning to USB and email is also available at no charge on all equipment units. The equipment can also be used as a copier and/or printing device so that you are able to staple and print (one-sided or double-sided) to the copier from your desktop computer. Copiers automatically default to double-sided copying and printing as a part of FIU's environmental efforts on campus. Prints can be retrieved from any student printing location. The new system also offers an app feature for ease of submitting documents and jobs for printing. Barcode functionality is not currently available in this system.

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### **How long does my print job remain in the system?**

When printing, you must retrieve your document within 24 hours of submission or the user may delete after printing. Should any equipment fail to print your document or you wish to print later, you may use the print-code at any other student equipment device to retrieve your document within the 24-hour time frame. All jobs are automatically erased and cannot be retrieved after 24 hours.

### **What is the mobile app and how can I get it?**

Download the free app for your iOS or Android smartphones or tablets. With the EFI PrintMe app you can send documents from within the application you are using, as well as manage the documents already uploaded to the PrintMe Cloud.

Download the IOS app: <https://itunes.apple.com/us/app/printme/id628409011?mt=8>

Download the Android app: <https://play.google.com/store/apps/details?id=com.efi.PrintMeGoogle>

### **What are the requirements for placement of student equipment?**

Self-Serve device placements are based on previous print volume and accessibility of placements. Current locations have been analyzed and new equipment will be installed in or nearby current areas. To request new and/or additional equipment, please send an e-mail request to Ricoh Business Center [ricoh@fiu.edu](mailto:ricoh@fiu.edu) listing your department name, expected copy/printing volume, type of equipment needed and finishing features required. Requests will be evaluated based on volume and other factors to determine the feasibility of placement. Please keep in mind that these are Self-Serve Student and Visitor printing devices, not faculty and staff departmental devices.

### **Where can I get training or find tutorials on how to use of the equipment?**

There will be several training sessions scheduled for lab managers and administrative staff. Detailed signage will be displayed in all student printing/copying locations with step by step instructions. In addition, an online tutorial, webinars, and/or recorded video will be available for students and staff on the [shop.fiu.edu](http://shop.fiu.edu) website. During new student orientation sessions, students will be informed of the sessions and information concerning the use of the equipment will be provided.

### **Who do I call for supplies and/or to repair the equipment?**

For supply requests such as toner, staples, and paper and for copier/printer problems and repairs, please call the Ricoh@FIU Business Center at 305-348-7426 or via the email to [ricoh@fiu.edu](mailto:ricoh@fiu.edu). All equipment will be electronically monitored so that the system automatically communicates maintenance issues, toner status, paper levels and so forth. This system sends alerts to allow service to be proactively conducted prior to items escalating to a level that warrants a service call. For after 6:30pm service, a 24x7 website and phone support is available. For emergency repairs after hours, holidays and weekends, additional cost may be assessed to the department.

### **How and where do I get a refund?**

Refunds are provided similar to the current process. Those wishing to receive a refund, refund forms will be made available in the Ricoh@FIU Business Center at MMC Campus in the GC building and at BBC Campus in the WUC building. The goal is to process refunds within in 24 hours of submission.

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### Can faculty/staff use the student equipment?

Faculty and staff may use the student equipment for personal use via the methods of payment listed in this document. Should there be a desire to utilize departmental funds; departments may purchase a Self-Serve Prin/Copy Card through the FIU OneCard Office for faculty/staff official FIU business use.

### Are my copies/prints secured?

Software on the equipment encrypts and overwrites all copies, prints, scans, faxes, and disks to applicable Department of Defense (DoD) standards immediately after every job operation ensuring, that overwritten data cannot be retrieved or recompiled in a readable format.

### Is my credit card information secure?

PCI compliance is adhered to on each device.

### What can I do if I suspect that an unauthorized person is using my OneCard or if my OneCard is lost?

If you suspect that your card has been breached or your copy card has been lost, report immediately to the Ricoh@FIU Business Center at 305-348-7246 and/or the OneCard Office.

### Where are visitor copy cards available?

Visitor copy cards are available at Valueports in Green Library, Hubert Library and College of Business.

### How do I print?

There are several ways to print:

#### Print via pc in Computer Lab:

- Select print
- Enter email address when prompted
- Write down code or retrieve code in your email
- Proceed to self-serve print station and follow prompts (Choose PrintMe icon)

#### Print via email:

- Email your files to [print@printme.com](mailto:print@printme.com). You will receive a reply with a unique print number.
- Proceed to Self-Serve Print Station with print number and follow prompts.

#### Print via cloud services:

- At Self-Serve Print Station access your cloud service (Dropbox, Google Drive, Box)

#### Print via USB:

- At Self-Serve Print Station, select print function - USB and insert payment card.

#### Print via EFI PrintMe Mobile Device App:

- Download the free app for your iOS or Android smartphones or tablets. With the EFI PrintMe App you can send documents from within the application you are using, as well as manage the documents already uploaded to the PrintMe Cloud.

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### How do I find the print/copy locations on campus?

Printing locations are listed on the shop.fiu.edu website. You may also download the mobile app that will assist you with finding the locations. Prints can be retrieved from any of the student printing location on the Self-Serve devices.

Current locations are as follows (subject to change):

CAMPUS	BUILDING	ROOM
MMC	Green Library	245
MMC	Green Library	216
MMC	Green Library	310A
MMC	Green Library	380
MMC	Green Library	510
MMC	Primera Casa	413a
MMC	Health & Life Sciences 2	360
MMC	Rafael Diaz-Balart Hall	1082
MMC	Rafael Diaz-Balart Hall	2095
MMC	Ryder Business Building	160
MMC	Ziff Education Building	163
MMC	Ziff Education Building	165
MMC	University Tower	111
BBC	Hubert Library	1 <sup>ST</sup> Floor
BBC	Hubert Library	2 <sup>nd</sup> Floor
BBC	Wolfe University Center	224
BBC	Academic 1	293
Brickell	Downtown Brickell	311
EC	Engineering Center	2780
I-75	FIU At I-75	330

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